

Department of Human Services
Work Support Strategies Advisory Group Meeting
Meeting Minutes

February 3, 2014

Present:

Maria Volpe, DHS
Elizabeth Sheridan, DHS
Jeanne Gattegno, West Bay Community Action Program
Jeanne Cola, LISC
Linda Katz, EPI
Kathleen Gorman, URI
Cristina Amadeo, United Way
Jane D'Arcy, Addventures
Stephanie Geller, RI Kids Count
Linda McBride, DHS
Betty Perez, DHS
Elisabeth Lumb, DHS
Xong Yang, CSEA
Judy Willgren, DHS
Lissa Dimauro, DHS
Corinne Russo
Deb Buffi, DHS
Rachel Goldstein, PCG

Next meeting:

May 5, 2014 9:00 – 11:00 AM

I. Announcements

- Thank you for attending the last meeting on December 2, 2013

II. Discussion

- Business Process Design Sessions
 - Change & Innovation Agency facilitated DHS staff in design sessions during ten working days in January 2014
 - Stakeholders received special orientation to design process on Day One
 - Mapped current business processes in order to develop recommendations for to-be business processes
 - Recommendations are still being documented by the team and will be shared with this group at the next meeting
 - Report out from Linda McBride, Casework Supervisor, Rhode Island Works
 - Members asked if the BPR included a focus on technology, such as IVR or other phone related issues. DHS responded the focus of the BPR work was on process, the work to improve the functionality of the phone system is happening outside of this project.
 - Director announced that DHS is developing tracking software to track how many calls are coming into the Director's office and for what purpose.
 - Takeaway: How do you create a seamless transition? Need regular contact people and phone numbers who can help to stay ahead of issues, before they end up in the Director's office.

- Members asked what the ongoing stakeholder involvement will look like for BPR. DHS explained that although it is not fully mapped out yet, the commitment to involvement remains and will happen.
- Communication Vendor
 - In September 2013, the communication subgroup identified the following priorities for WSS communication materials:
 - Create materials that are focused on what the client wants and needs to know.
 - Communicate using language that customers understand.
 - Use pictures and color.
 - Provide information that helps the process run more smoothly.
 - Address the range of programs a family might be applying for.
 - Create materials that are transferrable within and outside the agency.
 - Create materials that are uniform in appearance and easily identifiable.
 - Project was awarded to Addventures in January 2014
 - Work will take place from January 2014 until business process redesign rollout
 - The scope includes:
 - Assessing the range of communications being utilized in all 6 field offices.
 - Testing materials and messages through client focus groups.
 - Designing and branding DHS communications.
 - Collaborating with CIA to execute recommendations for lobby redesign.
 - Members asked for clarification on what the intent of the communication materials is. Is it an outreach initiative or is it to help families get through the process? DHS responded that it is a little bit of both, but not a formal outreach campaign. Addresses cross enrollment outreach through better communication with families who are already in the door, letting them know what other programs are available and how to apply.
 - Jane D'Arcy presented the Addventures approach. The firm will look at the CIA recommendations and the physical space to get a journey map going. The project will start with a Solve Session to get into the mindset of what's happening. The team will physically go into each of the offices.
 - Members raised the need to coordinate with SNAP outreach.
 - DHS has factored in the ability to update the documents.
 - Member raised the potential value of using social media.
 - Takeaway: Determine the exact issues with using social media sites and develop a plan to address those.
 - Member raised the value of using videos to communicate in the lobby.
- Year Three Planning
 - The final implementation year is April 1, 2014 – March 31, 2015
 - DHS met in late January to refresh the priorities and action steps for the Year Three Plan
 - Invitation: Year Three planning will be the focus of the project team meeting on 2/20/14
 - Reviewed Year Two accomplishments and Year Three action items

- Member asked if DHS was planning on eliminating the individual program application, with the introduction of the single streamlined application. DHS responded that this was not the intention at this time.
- Child Care Work Plan
 - Through the two sessions with the Urban Institute, CLASP, and DHS staff, the following priorities were identified to focus on in the Child Care Work Plan:
 - Utilize SNAP income information to determine eligibility for CCAP.
 - Explore ways to better manage short term interruptions in eligibility.
 - Align certification periods between SNAP and CCAP.
 - Engage providers to help more families maintain eligibility.
- Data
 - Reviewed SNAP timeliness data for expedited and non-expedited applications.
 - Takeaway: Run SNAP Timeliness data back to the start of same day service to determine if it has made a difference.
- ACA/UHIP
 - Expanded coverage went into effect on January 1, 2014
 - Self Service Portal
 - Live on January 27, 2014
 - As of January 30th, 79 application have been submitted by the public

III. Next Steps

- The next meeting will be held on May 5, 2014 from 9:00 – 11:00 AM
- May schedule an interim meeting before May 5th to dive into more of the project details. Focus of May 5th meeting will be data.